

INFORMATION EXCHANGE

February 2000

Resources for JTPA and WtW Programs

Contents

<i>Capacity Building Update</i>	2
<i>Workforce Investment Board Approves Draft Workforce Investment Act Plan</i>	3
<i>California Mentoring Works Targets Senior Workers</i>	4
<i>Tulare County Opens Employer- Focused Resource Centers</i>	4
<i>Share Your WtW Experiences</i>	4
<i>Riverside County Reports Impressive Kiosk Usage</i>	5
<i>Job Training Partnership Division Creates WIA Website</i>	5
<i>Check It Out!</i>	6
<i>February Calendar</i>	7



We Cannot Tell a Lie Either!

We can honestly say that the Employment Training Network (ETN) provides great resources!

The ETN is here to serve your Job Training Partnership Act (JTPA) funded or Welfare-to-Work (WtW) funded employment and training partners. Whether you need assistance transitioning to the Workforce Investment Act or closing out JTPA, the ETN is here to help.

We can provide travel reimbursement for staff to visit one-stop career centers or welfare-to-work agencies to gain first-hand knowledge of their operation. We can also provide consultants to come on site and provide customized training on various topics that will benefit your workforce development program. Or, if it's resources you're looking for, we have a well-stocked lending library (See Page 6 for a listing of our newest items.)

Please call (916) 654-8896 for information on how you can obtain these remarkable services. And you won't have to cross the Delaware to find them!

Capacity Building Update

The Capacity Building Unit (CBU) of the Employment Development Department (EDD) Job Training Partnership Division (JTPD) provides training classes at no cost to Job Training Partnership Act (JTPA)-funded or Welfare-to-Work (WtW)-funded partners. The following classes are currently being offered.

Job Retention and Wage Advancement

This CBU class is designed as an interactive forum to obtain emergence strategies for job retention and wage advancement. It will provide front-line practitioners with the tools they need to assist hard-to-serve clients including: identifying resources, examples of best practices, and service brokering through the One-Stop System. For more information, please contact Myrna Erickson at (916) 653-6530 or Merickso@edd.ca.gov.

Special Populations Regional Forums

The CBU is offering *Working with Special Populations* at two upcoming regional forums. These two-day forums are intended for Service Delivery Area (SDA) frontline staff and supervisors, service providers and One-Stop partners. They will focus on six participant populations: drug and alcohol dependency, learning and physical disabilities, mental health issues, domestic violence, and non-custodial parents. Regional forums currently scheduled are in Riverside County on February 16-17, 2000 and Tulare County on February 23-24, 2000. If you are interested in attending, please contact: Linda Davies, Riverside County at (909) 955-3090 or Gail McCann, Tulare County at (559) 737-4246. If your agency would like to host a forum, please telephone Michelle Haakenson at (916) 654-9815.

For a listing of training currently being offered by the CBU visit: www.edd.ca.gov/jtpacb.htm or call (916) 654-9819.

Dislocated Worker Conference 2000

The US Department of Labor (DOL) is sponsoring a dislocated worker conference, *Informing the System: Tools for Transition*, March 15-17, 2000 in San Diego. This conference will offer opportunities to learn about planning and conducting early intervention, forming service strategies and best practices during transition. Please contact Roger Schmitt at (916) 653-4803, or access Information Bulletin B99-61 located at: www.edd.cahwnet.gov/jtpainbu.htm

CWA Annual Spring Conference

The California Workforce Association (CWA) Spring Conference will be held in San Diego on April 19-21, 2000.

The conference will focus on all aspects of the implementation of the Workforce Investment Act (WIA), and the Welfare-to-Work (WtW) program. Workshop presentations will include the following topics: WIA Implementation, Youth Programs, One-Stop Integration/WIA Compliance, and Welfare-to-Work.

For more information, call (916) 325-1615 or visit www.calworkforce.org.

Mark Your Calendars!

Milt Wright & Associates, Denise Bissonnette -
*Beyond Traditional Job Development: The Art of
Creating Opportunity*

Sacramento-February 10-11, 2000

Los Angeles-March 6-7, 2000

Contact: (800) 626-3939 or (818) 349-0858

DOL Region VI - Voice of Experience Forum -
Lessons Learned While Implementing WIA

Los Angeles-February 23-24, 2000

Contact: Chris Cremer (206) 553-5642 x8031 or visit
www.reg10.doleta.gov

Career Point, Ralph Kraus - No One is
*Unemployable: Solutions for Overcoming Barriers to
Employment*

Anaheim-February 28-29, 2000

Contact: (330) 492-1920

John Chamberlin & California Workforce Association (CWA) - Managing Under WIA and Individual
Training Accounts (ITA)/Skills Grants

Sacramento-March 29-30, 2000

Contact: (916) 325-1615

California Workforce Investment Board Approves Draft State Workforce Investment Act Plan

The newly appointed California Workforce Investment Board (State Board) approved the release of the draft State Workforce Investment Act Plan on January 28, 2000, for review and comment.

Background

Governor Davis established the State Board in October 1999 to comply with the Federal Workforce Investment Act of 1998. (A complete list of members appointed by Governor Davis to the Workforce Investment Act Board is located on the Internet at www.calwia.org.) The Board will provide an innovative "one-stop" system designed to implement a full menu of job training, education and employment services at a single neighborhood location. Each of the local one-stop sites will provide adults, veterans, dislocated workers and youth with skill assessment services, information on employment and training opportunities, unemployment services, and job search and placement assistance to meet the needs of the community it serves.

The Workforce Investment Act represents a national consensus on the need to restructure a multitude of workforce development programs into an integrated workforce investment system. The Act also requires states to submit a strategic five-year plan for workforce investment.

First State Board Meeting

The first meeting of the State Board was held in Millbrae, California on January 27-28, 2000. Agenda information items included a facilitated discussion on "Linking Workforce and Economic Development in California" with Stephen Levy, Director, Center for the Continuing Study of the California Economy; Amy B. Dean, Founding Director, Working Partnerships USA; and, Doug Henton, President, Collaborative Economics.

The second day began with remarks by Grantland Johnson, Secretary of the California Health and Human Services Agency and Larry Gotlieb, State Board Chair. After discussion, the Board approved the following:

*Abbreviated Youth Plan;

*Local Workforce Investment Area Designation; and,

*Release of the Draft Strategic Five-Year State Workforce Investment Plan for Title I of the Workforce Investment Act and the Wagner-Peyser Act.

Public Meetings Scheduled

A series of public meetings will be held to provide the public the opportunity to comment on the draft State Plan and participate in the Plan development process. (The Plan can be downloaded from the www.calwia.org web site referenced earlier.)

Five public meetings have been scheduled for interested persons to provide comments, views, and suggestions:

February 9 - San Diego - 9:00 a.m.- 3:00 p.m.

February 10 - Anaheim - 9:00 a.m. - 8:00 p.m.

February 14 - Sacramento - 9:00 a.m. - 3:00 p.m.

February 15 - Fresno - 9:00 a.m. - 3:00 p.m.

February 17 - So. San Francisco - 9:00 a.m. - 8:00 p.m.

The public review and comment period for the draft State Plan will end 2/28/00.

Those interested in providing comments will be asked to schedule a verbal presentation and sign in at the meeting. All presenters will be requested to provide written comments.

Individuals can sign up for a location and time to present comments, or to submit comments if unable to attend one of the public meetings, by mail, phone, fax, or e-mail, to:

California Office of Workforce Investment
P.O. Box 826880, MIC 45
Sacramento, CA 94280-0001
Phone: (916) 654-9995
Fax: (916) 654-9135
E-mail: mail@calwia.org

Welfare-to-Work Mentoring

California Mentoring Works Targets Senior Workers

The Employment Development Department (EDD) is spearheading a new project, *California Mentoring Works*, to assist in post-employment retention of Welfare-to-Work participants. The project, currently being marketed through EDD's Senior Worker Advocate Office, will utilize the experience, wisdom, and work ethics of senior workers to increase long-term job retention for the hardest-to-serve Welfare-to-Work participants. A collaborative effort will be implemented between several interested agencies in the local areas that will pilot the California senior mentoring project.

Two to three service delivery areas will pilot the mentoring program to assess the value and feasibility of marketing a statewide program. The project will draw from many resources to create a group of qualified mentors. Qualification requirements are currently being developed. Mentors will help young adults who are required to transition from welfare to the work force by assisting in job and life skills needed to be productive on the job and in their lives.

The project is modeled after the highly successful Kansas Mentoring Works Program, which exceeded expected job retention goals during the one-year pilot. Kansas Mentoring Works' original goal was to recruit 200 Welfare-to-Work participants and place 100 in jobs. By the end of the pilot program, the Kansas program served 519 Welfare-to-Work participants and assisted in placing 201 in jobs. Companies that have embraced the Kansas pilot project include GE Capital, United Parcel Service, American Laminates, and The Maids of Johnson County.

Kansas Mentoring Works was selected to present the program at their JETTCON '99 Conference in Washington, D.C., and the United States Committee of the United Nation's International Year of the Older Person awarded the program a Best Practice Award for Excellence in Aging Program in November, 1999.

Currently, several California Service Delivery Areas are being considered for the initial project, but sites have yet to be chosen. For further information, please contact David Mayer, Senior Worker Advocate Office, at (916) 654-6502.

Employer Resources

Tulare County Opens Employer-Focused Resource Centers

Under the umbrella of the "Employment Connection", the Tulare County's cooperative one-stop effort, employer-focused resource centers have been designed and implemented. The Centers are employer focused and employer driven and maintain an open door policy to schedule an appointment or drop by at their convenience.

The Centers are staffed by professional Business Resource Specialists. The Specialists are specifically trained to address issues relating to employment and job training, business development, expansion and retention. Some of the information available through the Business Resource Specialists includes: Employment Services, Zone Designations within Tulare County, Work Opportunity Tax Credits, Manufacturing Tax Credits, Available Financing, and other Business Resources.

Each of the centers have an ever-growing library of employer related topics which can be browsed at the center or checked out for further review. Employers needing to conduct job interviews or performance evaluations can reserve an interview room. A training room for up to 10 to 15 people can also be reserved for small staff training sessions or meetings. Computers with Internet access and other business software programs are available to employers, and training workshops of interest to employers will be conducted for the business community.

For more information on these innovative Centers, please contact Jim Oakley at (559) 737-4246.

Welfare-to-Work Grant Program

Share Your WtW Experiences

The Job Training Partnership Division (JTPD) has recently announced the addition of Welfare-to-Work (WtW) *Strategies in Action* to their web site at: www.edd.ca.gov/wtowsao.htm

Strategies in Action provides a forum for local practitioners to share experiences, strategies, and techniques for successful operation of the WtW Grant program.

Please contact Lynora Sisk at lsisk@edd.ca.gov or (916) 654-7854 for more information on this web site.

Riverside County Reports Impressive Kiosk Usage

The Riverside County Economic Development Agency (EDA) is very excited about the results of their first quarter usage reports from their award-winning Kiosk Network. These reports reflect the number of users and touches on the kiosk screen by category. To date, the Kiosk Network, which received national recognition from the United States Department of Labor Secretary in 1999 as the recipient of its Employment and Technology Award, has received a total of 129,906 inquiries targeting a variety of categories. This overwhelming initial response indicates kiosk users are utilizing the system for the purpose envisioned by the agency, which is to provide a one-stop information resource center for Riverside County communities.

Each user-friendly kiosk is equipped with Internet access, pop-up e-mail accounts, stereo sound, video capability, 20-inch multi-configuration touch screens, telephone access for immediate connection to businesses and service providers, credit card/ATM card readers, usage reports to track system inquiries, two printers (standard 8.5"x11" and coupon/ticket size) to print information to take with you, and a scanner. Thirty-seven of the 40 kiosks have been strategically located throughout the county. These kiosks have proven to be an obvious invaluable resource for the communities they serve. The kiosks contain information on jobs, training and education, government and other community resources, local businesses, transportation, tourism, and entertainment. It has something for everyone. Job seekers can search for employment; employers can advertise their businesses and recruit employees; residents can obtain information on community services; and visitors can research attractions, activities, and events.

The kiosks also provide Internet access to job banks and other pre-approved sites, including the Employment Development Department (EDD) and other popular on-line job banks such as America's Job Bank. In addition, Riverside County Human Resources is accessible through the world wide web (www.co.riverside.ca.us/depts/hr). Simply begin by pressing the "Want a County Job?" button. You will then be prompted through several screens leading to the listing of county employment opportunities. A video explaining the benefits offered by the county,

Internet access to research employment on-line, information on the TAP Program (Temporary Assistance Program), and on-line application capabilities are all features showcased on the kiosk.

Advertising opportunities are available to showcase area businesses in the Event Calendar, Business Section, Tourism & Entertainment, and Education & Employment Sections. There are a variety of advertising packages available ranging from standard listings, which are offered at no charge, to pages that include business specific pictures and text, video ability, links to a specific web page(s), printout capabilities, and direct dial phone service to a designated 800 number or local number. Special promotional image banners and premium advertising spots are also available. Customized programs including Electronic Catalogs, Point-of-Purchase Transactions and other customized programs and services may also be obtained.

For more information on the Riverside County Kiosk Network, Specific Locations, and Advertising Opportunities, please call 1-800-57-CAREERS.

Worthy Web Site

Job Training Partnership Division Creates WIA Web Site

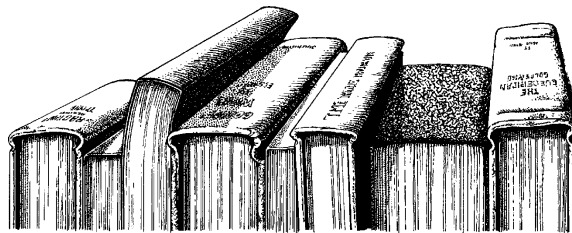
The Job Training Partnership Division (JTPD) recently announced their Workforce Investment Act (WIA) web site located at:

<http://www.edd.ca.gov/emptran.htm>

This web site includes, but is not limited to, directives, information bulletins, a resource information center, and capacity building training and services. In addition, the web site will contain links to other WIA-related web sites. The JTPD will continue enhancements to this web site that will benefit all workforce development partners.

If you have any comments or suggestions regarding the expansion of the JTPD's web site, please contact Cindi Tindall at ctindall@edd.ca.gov or (916) 654-9767.

Check It Out!



The resource materials listed below are available for loan from the ETN library. Please call (916) 654-8386 with your requests.

SUBSTANCE ABUSE

Treatment Works!, Where to Find Help in California Communities for Alcohol and Other Drug Problems, California Department of Alcohol & Drug Programs (J1901)

California Department of Alcohol and Drug Programs Publications Catalog, California Department of Alcohol & Drug Programs (J1902)

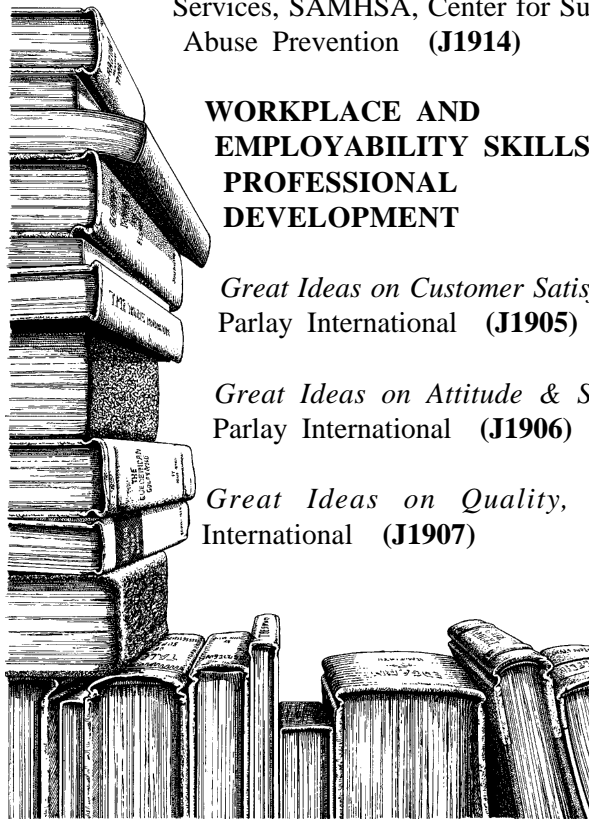
Substance Abuse and Mental Health Services Administration's (SAMHSA) National Clearinghouse for Alcohol and Drug Information Publications Catalog, U.S. Department of Health & Human Services, SAMHSA, Center for Substance Abuse Prevention (J1914)

WORKPLACE AND EMPLOYABILITY SKILLS/ PROFESSIONAL DEVELOPMENT

Great Ideas on Customer Satisfaction, Parlay International (J1905)

Great Ideas on Attitude & Success, Parlay International (J1906)

Great Ideas on Quality, Parlay International (J1907)



A Pocket Course in Creative Thinking, Parlay International (J1908)

A Pocket Course in Innovation, Parlay International (J1909)

A Pocket Course in Leadership, Parlay International (J1910)

A Pocket Course in Teamwork, Parlay International (J1911)

ONE-STOP

One-Stop Strategies, A Guide for Governing Boards, National Association of Private Industry Councils, National Alliance of Business (J1926)

WORKFORCE DEVELOPMENT

NAPIC's Comprehensive Guide to Workforce Development Boards, National Association of Private Industry Councils (J1927)

CUSTOMER SERVICE

Customer Surveys for Agency Managers, What Managers Need to Know, The Urban Institute Press (J1928)

JOB SEARCH

The Quick Internet Guide to Career and Education Information, Year 2000 Edition, JIST Works, Inc. (J1929)

Cyberspace Resume Kit, JIST Works, Inc. (J1931)

ON-THE-JOB TRAINING

On-the-Job Training, W.E. Upjohn Institute for Employment Research (J1930)

FEBRUARY 2000

Monday

Tuesday

Wednesday

Thursday

Friday

	1	2	3	4
	<div>Case Management II Welfare-to-Work <i>Long Beach</i></div>		<div>Welfare-to-Work Marketing Workshop <i>Sonora</i></div> <div>California Workforce Association (CWA) - <i>Legislative Conference</i> <i>Sacramento - (916) 325-1615</i></div>	
7	8	9	10	11
		<div>Welfare-to-Work Intro & Overview <i>Humboldt County</i></div>		
14	15	16	17	18
		<div>Welfare-to-Work Marketing Workshop <i>Los Angeles County</i></div> <div>WIA Working with Special Populations <i>Riverside County</i></div>	<div>Welfare-to-Work Marketing Workshop <i>SELACO</i></div>	
21	22	23	24	25
		<div>WIA Working with Special Populations <i>Tulare County</i></div> <div>DOL Region VI - Voice of Experience Forum <i>Los Angeles - (206) 553-5642 x 8031</i></div>		
28	29			
<div>No One is Unemployable: Creative Solutions for Overcoming Barriers to Employment <i>Anaheim - (330) 492-1920</i></div>				

*For information on training in shaded boxes call Capacity Building Unit at (916) 654-9819 or visit www.edd.ca.gov/jtpacb.htm

EMPLOYMENT TRAINING NETWORK
c/o EDD/JTPD
PO Box 826880 MIC 69
Sacramento, CA 94280-0001

THE EMPLOYMENT TRAINING NETWORK

Resources for Job Training Partnership Act (JTPA) and Welfare-to-Work (WtW) programs

Information Exchange is published monthly by the Employment Training Network under the auspices of the Association of California School Administrators (ACSA), Foundation for Educational Administration (FEA). Funding is provided by the Employment Development Department, Job Training Partnership Division (EDD/JTPD). The contents of this newsletter do not necessarily reflect the position and/or policy of the EDD/JTPD or ACSA, FEA which administers the Employment Training Network. Comments may be directed to Diane Coad, Editor, Employment Training Network, c/o EDD/JTPD, P.O. Box 826880, MIC 69, Sacramento, CA 94280-0001; Email - dcoad@edd.ca.gov; Internet site: www.trainingnetwork.org

The Employment Training Network is an information dissemination project which provides one-to-one consultations, staff workshops and resources exclusively for California's Job Training Partnership Act (JTPA) and Welfare-to-Work (WtW) programs. Through statewide networking, the Employment Training Network staff is able to offer diverse technical services using consultants in a variety of JTPA and WtW related areas. SDAs/PICs and their contractors may benefit from the following services, free of charge:

- **consultant services** - to enhance staff's skills, knowledge, and motivation
- **program site visits** - staff reimbursement provided for travel expenses
- **resource library** - up-to-date books, manuals and videos in a multitude of topics on loan for three weeks
- **referrals** - to other employment and training programs
- **Information Exchange newsletter** - informative newsletter announcing upcoming workshops, new resources, etc.

The Employment Training Network technical assistance services are available upon request to SDA/PIC staff members or contractors operating JTPA and WtW programs. ETN staff: Diane Coad, Project Manager and Janine Cota, Administrative Assistant. **JTPA and WtW funded agencies may receive Employment Training Network services by calling (916) 654-8896.**

EDD is an equal opportunity employer/program.